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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/055,917	01/28/2002	Atsushi Hanai	218915US2	1495
22850	7590	04/04/2006	EXAMINER	
OBLON, SPIVAK, MCCLELLAND, MAIER & NEUSTADT, P.C. 1940 DUKE STREET ALEXANDRIA, VA 22314			OUELLETTE, JONATHAN P	
			ART UNIT	PAPER NUMBER
			3629	
DATE MAILED: 04/04/2006				

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

10/055,917

Applicant(s)

HANAI ET AL.

Examiner

Jonathan Ouellette

Art Unit

3629

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 28 January 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some \* c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 20020429.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

## DETAILED ACTION

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. **Claims 1-20 are rejected under 35 U.S.C. 102(e) as being anticipated by Smith (US 6,901,430).**
3. As per **independent Claims 1, 4, 7, and 8**, Smith discloses a server device (method, computer readable recording medium) comprising: a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal which are connected with each other through a communications network (abstract, Fig.2, C3 L19-22); a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section (C8 L28-37, Product configuration and price information); a contact-information receiver which receives contact information sent from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section (C12 L48-55, consumer requests a quote/lead); an information acquirer which acquires information

regarding a customer corresponding to the at least one customer terminal, in accordance with the contact information received by said contact-information receiver (C12 L48-55, information routed to work flow manager); and a sales-information sender which sends the information acquired by said information acquirer and the contact information received by said contact-information receiver, to the at least one sales-staff terminal through said communications section (C12 L48-55, Lead information sent to dealer; C21 L25-48).

4. As per Claims 2 and 5, Smith discloses wherein: said product-information sender sends a Web page including predetermined product information to the at least one customer terminal (C7 L64-67, C8 L1-23); and said sales-information sender sends an e-mail (networked based electronic communication) including the information acquired by said information acquirer and the contact information received by the contact-information receiver, to the at least one sales-staff terminal (Fig.2, C12 L48-55).
5. As per Claim 3, Smith discloses a customer-information storage section which stores information regarding at least one registered customer, in advance (C21 L25-48, common membership database; second embodiment, user garage C31 L20-67, C32 L1-7; third embodiment, user order database C22 L10-22), and a staff-information storage section which stores information regarding at least one sales staff in association with the information stored in said customer-information storage section (Dealer Data, C29 L16-26), and wherein said information acquirer acquires information regarding the customer corresponding to the at least one customer terminal from said customer-information storage section, and acquires also the information regarding a sales staff corresponding to

the customer from said staff-information storage section, and said sales-information sender sends an e-mail (networked electronic message) including the information regarding the customer and acquired by said information acquirer and the contact information received by said contact-information receiver, to an e-mail address (equivalent to network address) included in the information regarding the at least one sales staff and acquired by said information acquirer (C21 L25-48).

6. As per **independent Claim 6**, Smith discloses a method for supporting sales performance, comprising the steps of: sending a Web page including product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal (C7 L64-67, C8 L1-23; C8 L28-37, Product configuration and price information); receiving contact information sent from said at least one customer terminal in association with the product information sent at said step of sending the product information (C12 L48-55, consumer requests a quote/lead); acquiring information regarding a customer corresponding to said at least one customer terminal, from a predetermined storage section storing customer information, in accordance with the contact information received at said step of receiving the contact information (C12 L48-55, information routed to work flow manager); acquiring information regarding at least one corresponding sales staff, from a predetermined storage section storing sales staff information (Dealer Data), in accordance with the information acquired at said step of acquiring the information regarding the customer; and setting, as an addressee, an e-mail address (networked electronic message) included in the information acquired at said step of acquiring the information regarding

the at least one corresponding sales staff, thereby sending an e-mail including the information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, said to at least one sales-staff terminal of the at least one corresponding sales staff through a communications network (C12 L48-55, Lead information sent to dealer; C21 L25-48).

7. As per **independent Claims 9, 13, 17, and 19**, Smith discloses a server device (method, computer readable recording medium) comprising: a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal connected with each other through a communications network (abstract, Fig.2, C3 L19-22); a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section (C8 L28-37, Product configuration and price information); a request-information receiver which receives request information, sent from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section (C12 L48-55, consumer requests a quote/lead); an information acquirer which acquires information regarding a customer corresponding to the at least one customer terminal and product information corresponding to the request information, in accordance with the request information received by said request-information receiver (C12 L48-55, information routed to work flow manager); and a sales-information sender which sends the information acquired by said information acquirer to the at least one sales-staff terminal through the communications section (C12 L48-55, Lead information sent to dealer; C21 L25-48).

8. As per Claims 10 and 14, Smith discloses wherein: said product-information sender sends a Web page including the predetermined product information to the at least one customer terminal (C7 L64-67, C8 L1-23); and said sales-information sender sends an e-mail (networked based electronic communication) including the information acquired by said information acquirer to the at least one sales-staff terminal (Fig.2, C12 L48-55).
9. As per **independent Claim 11**, Smith discloses a server device comprising: a customer-information storage section which stores in advance information regarding at least one registered customer (C21 L25-48, common membership database; second embodiment, user garage C31 L20-67, C32 L1-7; third embodiment, user order database C22 L10-22), a staff-information storage section which stores information regarding at least one sales staff in association with information regarding the at least one customer stored in said customer-information storage section (Dealer Data, C29 L16-26); a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal through a communications network (abstract, Fig.2, C3 L19-22); a customer-information sender which sends the information stored in said customer-information storage section to the at least one customer terminal through said communications section (C8 L28-37, Product configuration and price information); a request-information receiver which receives request information, sent from the at least one customer terminal in association with the information sent by said customer-information sender and for requesting to update registered information, through said communications section (C12 L48-55, consumer requests a quote/lead); an information updating section which updates the information

regarding the at least one customer and being received by said request-information receiver (C21 L25-48, new customer information is stored in and retrieved from the common membership database); and a sales-information sender which sends the information updated by said information updating section, to the at least one sales-staff terminal through the communications section (C12 L48-55, Lead information sent to dealer; C21 L25-48).

10. As per Claim 12, Smith discloses wherein: said customer-information sender sends a Web page including the customer information corresponding to the at least one customer terminal to the at least one customer terminal (C7 L64-67, C8 L1-23); and said sales-information sending section sends an e-mail (networked based electronic communication) including the information updated by said information updating section, to said at least one sales-staff terminal (Fig.2, C12 L48-55).
11. As per **independent Claims 15, 18, and 20**, Smith discloses a method (computer readable recording medium) for supporting sales performance, comprising the steps of: sending information regarding at least one customer registered in a predetermined storage section (C21 L25-48, common membership database; second embodiment, user garage C31 L20-67, C32 L1-7; third embodiment, user order database C22 L10-22), in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal (C8 L28-37, Product configuration and price information); receiving request information, sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and representing a request for updating registered information (C12 L48-55,



consumer requests a quote/lead); updating the information registered in the predetermined storage section, in accordance with the request information received at said step of receiving the request information (C21 L25-48, new customer information is stored in and retrieved from the common membership database); and sending the information updated at said step of updating the information, to at least one sales-staff terminal through a communications network (C12 L48-55, Lead information sent to dealer; C21 L25-48).

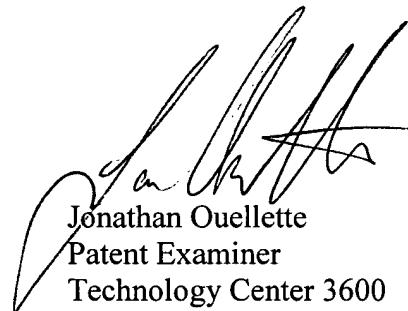
12. As per Claim 16, Smith discloses wherein: said step of sending the customer information includes a step of sending a Web page including the customer information corresponding to the at least one customer terminal, to the at least one customer terminal (C7 L64-67, C8 L1-23); and said step of sending the sales information includes a step of sending an e-mail (networked based electronic communication) including the information updated at said step of updating the information, to the at least one sales-staff terminal (Fig.2, C12 L48-55).

### *Conclusion*

13. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.
14. Additional Literature has been referenced on the attached PTO-892 form, and the Examiner suggests the applicant review these documents before submitting any amendments.

15. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan Ouellette whose telephone number is (571) 272-6807. The examiner can normally be reached on Monday through Thursday, 8am - 5:00pm.
16. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on (571) 272-6812. The fax phone numbers for the organization where this application or proceeding is assigned (571) 273-8300 for all official communications.
17. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Office of Initial Patent Examination whose telephone number is (703) 308-1202.

jo  
March 30, 2006



Jonathan Ouellette  
Patent Examiner  
Technology Center 3600